



STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

December 13, 2016

Lori Cox, Director
Alameda County Social Services Agency
2000 San Pablo Ave., 4th Floor, Suite #445
Oakland, CA 94612

Dear Ms. Cox:

This letter is to advise you that the Corrective Action Plan you submitted on October 28, 2016, in response to the results of our September 21-25, 2015 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Elsa Vazquez at (916) 654-2107. You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

Original signed by Jim Tashima

JIM TASHIMA, Manager
Civil Rights Unit
Welfare to Work Division

c: Alexandria Bell, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Tami Gutierrez, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Jacqueline Hom
State Refugee Coordinator

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
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Andrew Riesenbergl
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
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Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty



2015 Corrective Action Plan
submitted by
Darleen Brooks, CRC

Re-submitted by Alexandria Bell
September 16, 2016 (with edits)

The Social Services Agency has addressed the compliance issues identified in the Compliance Review Report of September 21-25, 2015. We have addressed each deficiency and have outlined the steps and timelines in the Corrective Action Plan.

III. Dissemination of Information

A. Findings

Signage, posters, pamphlets	Corrective Action Required	Agency Response
Is the current version of Pub. 13 available in Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hmong, Japanese, Korean, Lao, Mein, Portuguese, Punjabi, Russian, Spanish, Tagalog, Ukrainian and Vietnamese?	<p>The County is required to use the latest version of Pub. 13 “Your Rights Under California Welfare Programs”</p> <p>Current version of Pub 13 was not available at the Oakland Main Office first floor or 2nd floor Children and Family Services Department. Pub 13 was available at the other sites in English & Spanish only</p>	<p>The Children and Family Services Department at the Oakland Main Office has plans to relocate staff to 1111 Jackson Street. The Civil Rights Officer will work closely with the department to ensure the current version of the Pub 13 is displayed .</p> <p>The Civil Rights Coordinator will ensure that all other offices’ are reminded to replenish copies of the current Pub. 13 pamphlets in the threshold languages and inform clients that the Pub 13 is available in all 18 languages.</p>
If the PUB 13 is not displayed in all languages available is there a poster that indicates that the Pub 13 is available in all languages?	All sites must provide posters/signage stating the Pub 13 is available in all 18 languages	The Civil Rights Coordinator will work more closely with all sites and the facilities manager to ensure that signage informing clients the Pub. 13 is displayed informing clients the pamphlets are available in all 18 languages.
Were the current versions of the required posters present in the lobbies?	Pub 86 Poster; “Everyone is Different, but Equal Under the Law was present at all offices. However the label with the Civil Rights Coordinators contact information was posted over and obscured the area that is important information for clients instructing them on how to file a complaint with CDSS Public Inquiry and Response Unit	The Civil Rights Officer has ordered new Pub 86 Posters and will ensure that the Civil Rights Coordinator’s contact information is placed in the top left corner only of the poster.

Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	Instructional and directional signage was not in threshold languages at 401 Broadway, Oakland Main (Children and Family Services)	The Oakland Main Office has plans to relocate to 1111 Jackson Street. The Civil Rights Officer will work closely with the Children and Family Services Department to ensure that the appropriate instructional and directional signage is available in threshold languages.
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B. Corrective Actions

Informational Element	Corrective Action Required	Agency Response
Translated Pub 13	ACSSA shall ensure that the current version of the Pub 13 is available in all languages translated by CDSS and that the available translated versions are given to the clients in their primary language.	This was corrected in 2015. The Social Services Agency will continue to ensure the Pub 13 "Your Rights Under California Welfare Programs" 06/11 in all languages that are available through CDSS in its waiting rooms.
Posters	ACSSA shall ensure that the most current version of posters on non-discrimination provided by CDSS and USDA are prominently displayed in all waiting area and reception rooms.	As of the 2015 Compliance Audit current posters were displayed in all offices. The most current posters, Pub 13, 86 and For, AD 475B are displayed in all offices.

C. The space where it states: if you do not agree with an action taken by the county is covered by a label with the Civil Rights Coordinator contact information. This label needs to be removed as the information should be visible for clients to read.

New Pub 86 signage has been ordered and will be displayed in all reception and waiting room areas. The Civil Rights Coordinator will ensure that the Coordinator's contact information will be appropriately placed in the top left corner of the Pub 86 poster to ensure that it is visible for clients to read.

IV. Facility Accessibility for Individuals with Disabilities

A. Findings and Corrective Actions

1. Facility Location: 39155 Liberty Street, Ste. C330, Fremont

Facility Element	Corrective Action Required	Agency Response
Parking	<p>Signs identifying van parking spaces shall contain additional language or an additional sign with the designation "Van Accessible." (CA T24 118-502.6) (ADA 502.6) pg. 169</p> <p>Parking space min. dimensions: 9" wide by 18" long. (CA T24 118-502.2) (ADA 502.2) PG.174</p> <p>Car parking spaces shall be 9' wide min. and van parking spaces 12' wide min. shall be marked to define the width and shall have an adjacent access aisle complying with the "Access Aisle" heading in this section. (CA T24 118-502.2) (ADA 502.2.) pg. 173</p> <p>The words "NO PARKING" shall be painted on the surface each access aisle. (CA T24 118-502.3.3) pg. 176</p> <p>This notice shall be painted in white letters a min. of 12" in height and located to be visible from the adjacent vehicular way. (CA 118-502.3.3) pg. 176</p> <p>The parking space shall be marked with an International</p>	There is no exclusive parking per the County's lease agreement with the City of Fremont.

	<p>Symbol of Accessibility ... in white on a blue background - a minimum 36" wide x 36" high. (CA T24 118-502.6.4.1) pg. 169</p>	
Men's Restroom	<p>Men's toilet and bathing facilities shall be identified by an equilateral triangle, X" thick with edges 12" long and a vertex pointing upward. (CA T24 118-703.7.2.6.1) pg. 310</p> <p>The triangle symbol shall contrast with the door, either light on a dark background or dark on a light background. (CA T24118-703.7.2.6.1) pg. 310</p> <p>The symbol shall be mounted at 58" min. and 60" max. above the finish floor or ground surface measured from the centerline of the symbol. (CA T24 118-703.7.2.6) pg. 310</p> <p>Where a door is provided the symbol shall be mounted within 1" of the vertical centerline of the door. (CA T24 118- 703.7.2.6) pg. 310</p>	<p>ACSSA requested Alameda County General Services Agency to correct. Expected completion Aug 2016.</p>
Women's Restroom	<p>Women's toilet and bathing facilities shall be identified by a circle, X" thick and 12" in diameter. (CA T24 118-703.7.2.6.2) pg. 310</p>	<p>ACSSA requested Alameda County General Services Agency to correct. Expected completion Aug 2016..</p>

	<p>The circle symbol shall contrast with the door, either light on a dark background or dark on a light background. (CA T24 118-703.7.2.6.2) pg. 310</p> <p>The symbol shall be mounted at 58" min. and 60" max. above the finish floor or ground surface measured from the centerline of the symbol. (CA T24118-703.7.2.6) pg. 310</p>	
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2. Facility Location: 8477 Enterprise Way, Oakland

Facility Element	Corrective Action Required	Agency Response
Parking	<p>An additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility OR immediately adjacent to on-site accessible parking and visible from each parking space. (CA T2411B-502.8) pg. 170</p> <p>The additional sign shall not be less than 17" wide x 22" high. Fig. 4 (CA T24 11 B-502.8.1) pg. 170</p> <p>The additional sign shall clearly state in letters with a min. height of 1" the following: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with</p>	Alameda County General Services Agency added the correct signage in October 2015.

	<p>disabilities will be towed away at the owner's expense. Towed vehicles may be reclaimed at: or by telephoning ." (CA T24 11 B-502.8.2) pg. 170</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24 118-502.8.2) pg. 170</p> <p>The words "NO PARKING" shall be painted on the surface each access aisle. (CA T24 118-502.3.3) pg. 176</p> <p>This notice shall be painted in white letters a min. of 12" in height and located to be visible from the adjacent vehicular way. (CA 118-502.3.3) pg. 176</p>	
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3. Facility Location: 401 Broadway, Oakland

Facility Element	Corrective Action Required	Agency Response
Ramp to Entrance	<p>The clear width of a ramp run shall be 48" min. (CA T24 118-405.5) (ADA 405.5) pg. 183</p> <p>Ramp runs shall have a running slope no steeper than 1 :12 (8.3%). (CA T24 118-405.2) (ADA 405.2) pg. 183</p> <p>Cross slope of ramp runs shall not be steeper than 1 :48. (CA T24 118-405.3) (ADA 405.3) pg. 183</p>	<p>This facility is scheduled to be decommissioned in July 2016. Services will be relocated to 1111 Jackson St.</p>

	<p>The rise for any ramp run shall be 30" max. (CA T24 118-405.6) (ADA 405.6) pg. 183</p> <p>Handrails shall be provided on both sides of stairs and ramps. (CA T24 118-505.2) (ADA 505.2) pg. 186</p> <p>Handrails shall be continuous within the full length of each stair flight or ramp run. (CA T24 118-505.3) (ADA 505.3) pg. 186</p>	
Main entrance	<p>In existing buildings and facilities where not all entrances comply with Section 33, Doors, Doorways and Gates, entrances complying with Section 33, Doors, Doorways and Gates shall be identified by the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 57, Signs & Identification. (CA T24 11 8-216.6)(ADA 216.6) pg. 28</p> <p>Door closers and gate closers shall be adjusted so that from an open position of 90° degrees, the time required to move the door to a position of 12° from the latch is 5 seconds min. (CA T24 118-404.2.8.1) (ADA 404.2.8.1) pg. 224</p>	This facility is scheduled to be decommissioned. Services will be relocated to 1111 Jackson St.

2nd Floor - Children'S Services	<p>Door openings shall provide a clear width of 32" min. (CA T24 118-404.2.3) (ADA 404.2.3)pg. 221</p> <p>Where the accessible route makes a 180° turn around an element which is less than 48" wide, clear width shall be 42" min. approaching the turn, 48" min. at the turn and 42" min. leaving the turn. (CA T24 118- 403.5.2) (ADA 403.5.2) pg. 207</p> <p>The turning space shall be a space of 60" diameter min. (CA T24 11 B-304.3.1) (ADA 304.3.1) pg. 208</p> <p>The turning space shall be a T-shaped space within a 60" x 60" min. square with arms and base 36" wide min. (CA T24 11 B-304.3.2) pg. 208</p>	This facility is scheduled to be decommissioned. Services will be relocated to 1111 Jackson St.
Men's Restroom - 2na Floor	<p>The force for pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 lbs. max. 2. Sliding or folding doors: 5 lbs. max. 3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority, not to exceed 15 lbs. Exterior hinged doors: 5 lbs. max. (CA T24 11B-404.2.9(1-4)(ADA 404.2.9 (1 & 2)) pg. 224</p>	This facility is scheduled to be decommissioned. Services will be relocated to 1111 Jackson St.

	<p>Where towel or sanitary napkin dispensers, waste receptacles, or other accessories are provided in toilet facilities, at least one of each type shall be located on an accessible route. (CA T2411B-603.5) pg. 319</p> <p>All operable parts, including coin slots, shall be 40" max. above the finish floor. (CA T24 11 B-603.5) pg. 319</p>	
Women's Restroom 1st Floor	<p>Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 118-606.5) (ADA 606.5) pg. 330</p> <p>There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 118- 606.5) (ADA 606.5) pg. 330</p>	This facility is scheduled to be decommissioned. Services will be relocated to 1111 Jackson St.
Women's Restroom 2na Floor	<p>The clear width of walking surfaces shall be 36" min. (CA T24 ·118-403.5.1) (ADA 403.5.1) pg. 206</p> <p>Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 118-606.5) (ADA 606.5) pg. 330</p>	This facility is scheduled to be decommissioned. Services will be relocated to 1111 Jackson St.

	<p>There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 118- 606.5) (ADA 606.5) pg. 330</p> <p>The seat height of a water closet shall be 17" min. to 19" max. measured to the top of the seat(CA T24118-604.4) (ADA 604.4) pg. 342</p> <p>Toilet paper dispensers shall be 7" min. and 9" max. in front of the water closet measured to the centerline of the dispenser. (CA T24 118-604.7) (ADA 604.7) pg. 320</p>	
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4. Facility Location: State Hearings - 2nd FL, 2000 San Pablo Office, Oakland

Facility Element	Corrective Action Required	Agency Response
State Hearings Area	The clear width of walking leading into the State surfaces shall be 36" min. (CA Hearings room is too T24 118-403.5.1) (ADA narrow at 30". 403.5.1) pg. 206	Staff and supervisors participating in the hearings now rearrange chairs and furniture to meet the accessible pathway requirement when hearings in session.

V. Provision for Services to Applicants And Recipients Who Are Non-English-Speaking or Who Have Disabilities

Question	Corrective Action	Agency Response
Does the County use a primary language form		The Children and Family Services Department does not use the primary language form. It is documents in CWS/CMS clients language preference and with the

		<p>juvenile court. If the 50-85 form is required by the state CFS will need to negotiate using the form with labor.</p> <p>All other departments utilize the 50-85 Language Preference Form.</p>
Does the County have adequate interpreter services?	<p>Primary Language Data Statistics, Staffing and Hiring Goals there is a need to hire additional bilingual staff. Also, the Program Manager Surveys mentioned there is a need for more bilingual staff.</p>	<p>The Children and Family Services Department makes every provision to hire bilingual staff during the hiring process.</p>
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	<p>There was no documentation if the client was informed of potential problems for ineffective communication. Also, there was no confidential release form in any of the case files reviewed.</p>	<p>It is not the practice that staff should be utilizing children to interpret, staff are told this is inappropriate. Further staff have access to LionBRIDGE Interpreter Services and in-house interpreters as needed.</p> <p>We are not sure how someone could verify the client understood what was interpreted even when using LionBRIDGE Interpreter Services. Staff can ask clients if they understood what was interpreted.</p>

A. Recommendation to State Hearings Area

There were chairs and other furniture located in the waiting area which could be rearranged to comply with the accessible pathway requirement.

The Civil Rights Coordinator will remind Appeals Staff and supervisors participating in the hearings to rearrange chairs and furniture to meet the accessible pathway requirement.

V. Provision for Services to Applicants And Recipients Who Are Non-English-Speaking or Who Have Disabilities

Question	Corrective Action	Agency Response
Does the County use a primary language form		<p>The Children and Family Services Department does not use the primary language form. It is documents in CWS/CMS clients language preference and with the juvenile court. If the 50-85 for is required by the state CFS will need to negotiate using the form with labor.</p> <p>All other departments utilize the 50-85 Language Preference Form.</p>
Does the County have adequate interpreter services?	<p>Primary Language Data Statistics, Staffing and Hiring Goals there is a need to hire additional bilingual staff. Also, the Program Manager Surveys mentioned there is a need for more bilingual staff.</p>	<p>The Children and Family Services Department makes every provision to hire bilingual staff during the hiring process.</p>
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	<p>There was no documentation if the client was informed of potential problems for ineffective communication. Also, there was no confidential release form in any of the case files reviewed.</p>	<p>It is not the practice that staff should be utilizing children to interpret, staff are told this is inappropriate. Further staff have access to LionBRIDGE Interpreter Services and in-house interpreters as needed.</p> <p>We are not sure how someone could verify the client understood what was interpreted even when using LionBRIDGE Interpreter Services. Staff can ask clients if they understood what was interpreted.</p>

Is the client informed of the potential problems for ineffective communication?	There was no documentation if the client was informed of potential problems for ineffective communication. Also, there was no Confidential Release Form in any of the case files reviewed.	The Agency will insure the client signs a release of information when they supply their own interpreter.
Does the county identify a client with a disability (physical, mental, or learning)?	There was no specific form to capture a client's disability in the programs reviewed.	The county documents demographic, including disabilities, information in CWS/CMS. The Workforce and Benefits Administration Department also documents this information in CalWIN case comments.

B. Corrective Actions

Area of Findings	Corrective Actions	Agency Response
Bilingual Staff	ACSSA shall ensure that a sufficient number of qualified bilingual employees shall be assigned to positions and locations serving a substantial number of non-English-speaking persons.	<p>The Social Services Agency continues to provide a sufficient number of available qualified employees in public contact positions to serve the threshold languages identified by the Agency in each office. Departments within the Agency also work with Human Resources to target additional recruitment of bi/multi-lingual staff whenever there are job vacancies.</p> <p>The Social Services Agency has bilingual staff who are certified in a multitude of languages including the Agency's threshold languages (Spanish,</p>

		<p>Vietnamese, Cambodian, Chinese, Farsi, and Tagalog). Each department has access to a roster of all staff who have been certified as bilingual. These rosters are located on the Agency's internal shared drive.</p> <p>The Social Services Agency has a contract with Lionbridge Interpretive Language Services to provide interpretive services and is available for services in the event that an insufficient number of bi-lingual staff is available to assist with spoken language needs.</p> <p>The Social Services Agency has contracted with Accent On Languages and Excel Interpreting to provide American Sign Language (ASL) interpreters for all clients who are English-speaking and hearing impaired.</p>
Effective Services	ACSSA must develop and implement a policy that identifies the process to ensure effective services to applicants and recipients who are non-English speaking or who have disabilities.	<p>The Social Services Agency has developed the Alameda County Social Services Agency Limited English Proficiency (LEP) Plan. The LEP Plan is available on the Agency's Intranet, Public site, and has been disseminated to staff in trainings and meetings.</p>

		<p>The Social Services Agency's Training and Consulting Team trains the process of effectively servicing non-English speaking applicants and recipients in compliance with Division 21 to all new hires during New Employee Orientation; and annually to current staff during Division 21 Civil Rights training.</p> <p>The Social Services Agency's Protocols for servicing non-English speaking and hearing impaired applicants and recipients are available to all staff on the Agency's Language Access Services Intranet page.</p>
Clients who provide their own interpreter	ACSSA shall ensure when applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed.	The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were provided; if a minor was used temporarily as an interpreter, the circumstances requiring this use; if the client was informed as to potential

		<p>problems of ineffective communication if they provide their own interpreter; and if the client consented to the release of information to the interpreter if the county uses an interpreter other than a county employee.</p> <p>The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once finalized) on the Agency's Language Access Services Intranet page, and ongoing trainings offered by the Agency's Training and Consulting Team.</p>
Consent for release of information		<p>The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were provided; if a minor was used temporarily as an interpreter, the</p>

		<p>circumstances requiring this use; if the client was informed as to potential problems of ineffective communication if they provide their own interpreter; and if the client consented to the release of information to the interpreter if the county uses an interpreter other than a county employee.</p> <p>The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once finalized) on the Agency's Language Access Services Intranet page, and ongoing trainings offered by the Agency's Training and Consulting Team.</p>
Use of Minors	<p>Alameda County Social Services Agency shall only allow the use of a minor (under the age of 18 years) to temporarily act as an interpreter under extenuating circumstances or at the specific request of the applicant/recipient.</p>	<p>The Social Services Agency has a policy to only allow the use of a minor (under the age of 18 years) to act as an interpreter under extenuating circumstances.</p> <p>The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once finalized) on the Agency Language Access Services</p>

		Intranet page, and ongoing trainings offered by the Agency's Training and Consulting Team.
Learning Disabilities Screening	ACSSA must have a protocol in place for screening and evaluating participants in the CalWORKs WTW program with learning disability by trained staff.	The Training and Consulting Team offers in training Module I: Civil Rights training has a section on disabilities where we define disabilities/major life functions/auxiliary aids and discuss how we help customer by identify and documenting disabilities and providing reasonable accommodations to them.

C. Recommendation

It was brought to the reviewer's attention there is a Form 90-152 Accommodation Request which is only used in the General Assistance Program. Upon review of this form this reviewer recommends that it be used across all programs. This form is drafted to capture the needs of a client who may have a disability and require reasonable accommodation and their needs.

Agency Response

The Agency has established a process during the client intake session. Employees provide the Accommodation Request Form (90-152) to clients to self-select if they have a disability or need special assistance during the application process. Employees then document that information in the system under "Collect Case Special Indicator" screen of the system, which notifies the worker that accommodations are required and what type of accommodations.

The Agency is in the process of establishing an agency-wide process and policy that will require employees to submit such form in all sites and during all phases of the enrollment process including intake. The policy and process will be forwarded to the state for review.

VI. Documentation of Applicant/Recipient Case Records

Documented Item	Children Services	CalWORKs & Employment Services	CalFresh	PID	Agency Response
Ethnic Origin documentation	Unable to verify children's case files due to lack of cooperation by program, lack of access to Case Management system and lack of staff assistance				<p>The Civil Rights Coordinator will work more closely with the department to ensure that case files are made accessible to the CDSS Auditor during the Compliance Review process.</p> <p>In addition, the Civil Rights Coordinator will ensure that access to the Case Management System is made available and a sufficient amount of staff is available to facilitate questions regarding case files and the case management system.</p>
Primary language documentation		Form 50-85, however it is not used consistently by staff	Form 50-85, however it is not used consistently by staff		<p>The Agency has a policy that requires staff to ask all clients their preferred language for oral and written communication and documentation in the client's files. The Language Preference Coversheet Form 50-85A and Language Preference Form 50-85 are used to document this information. Language information</p>

					<p>must be gathered at initial application, yearly renewals, and/or when clients request changes.</p> <p>The Social Services Agency will continue to train and remind staff during unit/division meetings for consistent use of this form.</p>
Method of providing bilingual services and documentation		CalWin case comments, however some cases there was no documentation	CalWin case comments, however some cases there was no documentation		The Social Services Agency will continue to train and remind staff to document in case comments how bilingual services were provided .
Method to inform client of potential problem using own interpreter		No documentation found in case files reviewed. However, a few staff interviewed stated they would verbally inform the client.	No documentation found in case files reviewed. However, a few staff interviewed stated they would verbally inform the client.	Not found in case files reviewed.	The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were provided; if the client was informed as to potential problems of ineffective

					<p>communication if they provide their own interpreter and if the client consented to the release of information to the interpreter if the county uses an interpreter other than a county employee.</p> <p>The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, postings including the Agency's LEP Plan on the Agency's Language Access Services intranet page and ongoing trainings offered by the Agency's Training and Consulting Team.</p>
Release of information to Interpreter		No form found in case files	No form found in case files	Not found in case files	<p>The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were</p>

					<p>provided; if a minor was used temporarily as an interpreter, the circumstances requiring this use; if the client was informed as to potential problems of ineffective communication if they provide their own interpreter; and if the client consented to the release of information to the interpreter if the county uses an interpreter other than a county employee. The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once finalized) on the Agency's Language Access Services Intranet page, and ongoing trainings offered by the Agency's Training and Consulting Team.</p>
Documentation of minor used as interpreter		Case comments were unclear if daughter or son used was a minor or adult	Case comments were unclear if daughter or son used was a minor or adult		<p>The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN</p>

					<p>under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were provided; if a minor was used temporarily as an interpreter, the circumstances requiring this use; if the client was informed as to potential problems of ineffective communication if they provide their own interpreter; and if the client consented to the release of information to the interpreter if the county uses an interpreter other than a county employee. The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once finalized) on the Agency's Language Access Services Intranet page, and ongoing trainings offered by the Agency's Training and Consulting Team.</p>
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Documentation of circumstances for using minor interpreter temporarily		None	None	None	<p>The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were provided; if a minor was used temporarily as an interpreter, the circumstances requiring this use; if the client was informed as to potential problems of ineffective communication if they provide their own interpreter; and if the client consented to the release of information to the interpreter if the county uses an interpreter other than a county employee. The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once</p>
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					finalized) on the Agency's Language Access Services Intranet page, and ongoing trainings offered by the Agency's Training and Consulting Team.
Method of identifying client's disability			None found	None found	Client through the application process identifies disability. This is documented in the CalWIN case comments.
Method of providing reasonable accommodation to the client with disability			No documentation	None found	When a client comes into the waiting room and needs an accommodation the agency will do what it can to provide an accommodation. Clients are often referred to a Social Worker and/or Client Advocate for reasonable accommodations.

A. Corrective Actions

Areas of Action	Corrective Action	Agency Response
Access to Child Welfare Services files were denied to reviewer	<p>Each agency shall maintain case record documentation in sufficient detail to permit a reviewer to determine the agency's compliance with the requirements of Division 21.</p> <p>CDSS reserves the right to interview staff, review, copy or obtain all data, records,</p>	The Agency will ensure that case record documentation is maintained and that the reviewer is permitted to determine the agency is in compliance with Division 21 regulations.

	<p>reports, case files and other materials determined necessary in the conduct of discrimination complaint investigations and/or compliance reviews involving all agencies subject to the requirements of this division.</p> <p>For upcoming review September 2016, reviewer will require staff assistance including access to Case management system to review files.</p>	
Documentation if client provided with own interpreter	<p>When applicants/recipients provide their own interpreter, the CWD shall ensure the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed.</p>	<p>The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were provided; if a minor was used temporarily as an interpreter, the circumstances requiring this use; if the client was informed as to potential problems of ineffective communication if they provide their own interpreter; and if the client consented to the release of</p>

		<p>information to the interpreter if the county uses an interpreter other than a county employee.</p> <p>The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once finalized) on the Agency's Language Access Services Intranet page, and ongoing trainings offered by the Agency's Training and Consulting Team.</p>
<p>Temporary use of a minor (18 years of age) as an interpreter</p>	<p>When a minor (under 18 years of age) is used as an interpreter, the CWD shall so document the circumstance requiring temporary use of minors in the case record.</p> <p>Only under extenuating circumstances or at the specific request of the applicant/recipient shall a CWD allow a minor (under the age of 18 years) to temporarily act as an interpreter.</p>	<p>The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were provided; if a minor was used temporarily as an interpreter, the circumstances requiring this use; if the client was informed as to potential problems of ineffective communication if they</p>

		<p>provide their own interpreter; and if the client consented to the release of information to the interpreter if the county uses an interpreter other than a county employee.</p> <p>The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once finalized) on the Agency's Language Access Services Intranet page, and ongoing trainings offered by the Agency's Training and Consulting Team.</p>
Documentation of interpreter signed confidentiality statement	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented..	<p>The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were provided; if a minor was used temporarily as an interpreter, the circumstances requiring this use; if the client was</p>

		<p>informed as to potential problems of ineffective communication if they provide their own interpreter; and if the client consented to the release of information to the interpreter if the county uses an interpreter other than a county employee.</p> <p>The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once finalized) on the Agency's Language Access Services Intranet page, and ongoing trainings offered by the Agency's Training and Consulting Team.</p>
Documentation of primary language	Each agency shall ensure that case record identification shows the applicant's/recipient's ethnic origin and primary language.	<p>The Social Services Agency has policy that requires staff to ask all clients their preferred language for oral and written communication and document this in the client's files. The Language Preference Coversheet Form 50-85A and Language Preference Form 50-85 are to be used to document this information. Language information must be gathered at initial application, yearly renewals, and/or when clients request changes.</p>

<p>Documentation that bilingual services were provided</p>	<p>Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer, interpreter was used, or client provided interpreter.</p>	<p>The Social Services Agency has policy that requires staff to ask and document a client's preferred language for oral and written communication and have this information documented in CalWIN under case comments, at any point of contact. In addition, staff is required to document: Acceptance or refusal of written material in his/her language; how bilingual services were provided; if a minor was used temporarily as an interpreter, the circumstances requiring this use; if the client was informed as to potential problems of ineffective communication if they provide their own interpreter; and if the client consented to the release of information to the interpreter if the county uses an interpreter other than a county employee.</p> <p>The Social Services Agency will continue to train and remind staff of its policy through unit meetings, Tips of the Month, Bulletins, Postings including the Agency's LEP Plan (once finalized) on the Agency's Language Access Services Intranet page, and ongoing trainings offered by the</p>
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		Agency's Training and Consulting Team.
General	ACSSA County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance.	The Social Services Agency will continue to train and remind staff of proper documentation in case files which identifies all the required element to ensure compliance of Division 21 regulations.

B. Recommendation

ACSSA has been working diligently to improve effective Interpretive Services. The review of the LEP Plan outlines the policies and procedures for staff to follow to assist a Limited English Proficient client. It is the reviewer's recommendation that ACSSA continue to emphasize the importance of providing timely interpretive services and documenting such interpretive services in training, staff meetings and other forms of communications. It is also recommended that ACSSA consider the use of the Form 90-152 Accommodation Request in all programs.

Agency Response

The Agency will continue to train and remind staff to document the use of interpretive services when assisting clients. In addition, staff will be reminded to consistently utilize Language Preference Form 50-85 to document how services are provided at the initial and subsequent contacts.

The Training and Consulting team has incorporated in the Division 21 training for employees how/where to document bilingual certified staff in CalWIN case comments. In addition, staff will be trained and reminded the importance to inform clients of the potential problem of using their own interpreter, and/or signed Release of Confidential information to Interpreter and documenting in case comments.

VII. Staff Development and Training

A. Findings

Do employees receive continued Division 21 Training	Two staff interviewees stated they had not received Civil Rights Training	<p>Agency Response</p> <p>ACSSA in collaboration with TACT will continue to ensure that staff receive training at New Employee Orientation and on an ongoing basis for all ACSSA employees. TACT recently updated the curriculum and supporting materials to provide a more robust</p>
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		training ensuring that staff is familiar with Division 21, and have a better understanding the discrimination complaint process.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	Staff interviewed is not clear on the process for directing clients when they wish to file a discrimination complaint. There is confusion among staff on the procedures	<p>TACT recently updated the curriculum and supporting materials to provide a more robust training ensuring that staff is familiar with Division 21, and have a better understanding the discrimination complaint process.</p> <p>In addition, the discrimination complaint process is made available to staff on the agency intranet website.</p>
Does the county provide training on how to interact with clients with disabilities (physical, mental & learning)?	A few staff who could not remember receiving training	The Training and Consulting Team offers in training Module I: Civil Rights training has a section on disabilities where we define disabilities/major life functions/auxiliary aids and discuss how we help customer by identify and documenting disabilities and providing reasonable accommodations to them.

B. Corrective Actions

Training Area	Corrective Action	Agency Response
Division 21 Training	<p>ACSSA County shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process.</p> <p>ACSSA Civil Rights Training Module appears to have conflicting information on procedures and needs to be reevaluated for accuracy.</p>	<p>ACSSA in collaboration with TACT will continue to ensure that staff receive training at New Employee Orientation and on an ongoing basis for all ACSSA employees.</p> <p>TACT recently updated the curriculum and supporting materials to provide a more robust training ensuring that staff is familiar with Division 21, and have a better understanding the discrimination complaint process.</p>

		The updated curriculum was recently reviewed by the CDSS Auditor.
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III. Discrimination Complaint Procedures

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and the resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

A. Findings from Staff Interviews and Program Manager Surveys

Interview and review areas	Findings	Agency Response
Can the employees easily identify the difference between a program discrimination, and a personnel complaint?	Staff interviewed is not able to identify the differences between the complaints.	The Civil Rights Coordinator will coordinate with the training and consulting department and program managers to ensure that staff are able to distinguish the difference between discrimination and personnel complaints.
Did the employees know who the Civil Rights Coordinator is?	Two staff members did not know who the Civil Rights Coordinator was.	ACSSA in collaboration with TACT will continue to ensure that staff receive training at New Employee Orientation and on an ongoing basis for all ACSSA employees. TACT recently updated the curriculum and supporting materials to provide a more robust training ensuring that staff is familiar with Division 21, and have a better understanding the discrimination complaint process. Information regarding who the Civil Rights Coordinator is and is

		<p>incorporated into the curriculum.</p> <p>Information regarding the Civil Rights Coordinator is made available to staff on the agency intranet website.</p>
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	The complaint log was not complete with the required information as required in Div. Section 21-203.21	The CDSS Auditor has not identified specifically what information was not complete with the required information in Div. Section 21-203.21.
Is the County utilizing correct correspondence to address the final results to the complainant after the investigation is completed?		<p>The Civil Rights Coordinator has and will continue to provide complainant with the final results after an investigation into a complaint is completed.</p> <p>The Civil Rights Coordinator was not made aware by the CDSS Auditor specifically what is the correct correspondence.</p>

B. Corrective Action

Element	Corrective Action	Agency Response
Discrimination Process	ACSSA shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes.	The Civil Rights Coordinator will coordinate with the training and consulting department to ensure this is incorporated into the civil rights training curriculum. The Civil Rights Coordinator will remind supervisors and managers to inform staff during supervision and unit meetings of the process.

Assignment of Resources to implement this Requirements of this Division	Responsibility for the implementation of nondiscrimination requirements shall be centralized within each agency. Each agency shall designate an employee as the Civil Rights Coordinator, and shall allocate adequate personnel and resources to implement the provisions of this division and ensure nondiscrimination in the delivery of services. Methods and staff used to meet Division 21 requirements may vary from county to county.	ACSSA has hired a new Civil Rights Coordinator who will solely be responsible for ensuring that the provisions of Division 21 regulations are implemented and to ensure nondiscrimination in the delivery of services to our clients. The newly hired Civil Rights Coordinator will begin effective July 18, 2016.
Civil Rights Coordinator	ACSSA shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located.	The Civil Rights Coordinator will continue to train and remind staff is aware of the contact information of the civil rights coordinator and where the information can be located through unit meetings, tips of the month, bulletins, ongoing trainings by the training and consulting team. This information is also made available on the agency intranet and public website.

XI. Community Input

A. Major observations include:

Language Interpretive Services – Public contact staff offices do not immediately offer free interpretive services. Staff should not encourage clients to use their own family member to provide interpreter services instead of acquiring the service of their own interpreter's available or Language Line.

Agency Response

1. The Social Services Agency offers free interpreter services in the following situations but is not limited to these events. At any point of contact a non-English speaking or LEP applicant or recipient presents an “I Speak” card (available in all Agency waiting rooms); points to a language on the agency displayed poster that offers free interpretive services; exhibits confusion or lack of understanding of the English language; makes a request for an interpreter; identifies need for interpretive services on the language preference form 50-85; and/or person accompanying applicant or recipient makes the request on the behalf of the applicant or recipient.

The Social Services Agency will continue to ensure that the needs of the non-English speaking and LEP populations are met by continuing to hire, recruit, and retain bilingual staff that will be able to converse with clients and determine if an interpreter is needed.

The Social Services Agency has a contract with Lionbridge Interpretive Language Services to provide interpretive services and is available during business hours.

The Social Services Agency uses competent interpreters. “Competency” required that interpreters have demonstrated proficiency in both English and the intended/preferred language; training that includes the skill and ethics of interpreting (e.g. issues of confidentiality); fundamental knowledge of both languages of any specialized terms or concepts; and sensitivity to the client’s culture.

The Agency has made efforts to communicate with community advocates since 2003. The Agency has attempted to take a more proactive approach specifically with Bay Area Legal Aid and East Bay Community Law Center by working more closely with the Assistant Agency Directors, Program Managers, and Language Access Coordinator to resolve issues with respect to Language Services. Regular meetings have been organized and held between the Assistant Agency Directors, Language Access Coordinator, and community advocates. The Civil Rights Coordinator in the past has attended several meetings with the advocates and will continue to attend these meetings.

The Agency now has a centralized Civil Rights Unit, which has oversight/accountability for the overall program.

2. Reasonable Accommodation to clients – Staff respond to and fulfill reasonable accommodations request from clients upon request from the client or if visibly obvious that accommodations are needed.

Agency Response

The departments does not have an ADA Worker specifically, but does have Client Advocates and other program staff that will offer reasonable accommodations to clients upon request. Persons who assist these clients with ADA requests may vary by office. Please see below:

- North Oakland – Antionette Burns, Program Manager, for Social Worker (requesting an accommodation) and Client Advocate (see below job description).

- Eastmont – Julie Martinez, Program Manager, for Client Advocate and Sandra Fisher, Program Manager, for Social Worker.
- Enterprise – Huong Tran, Division Director, or Michelle Key, Program Manager, for info re: both.
- South County Division – Paul Kim, Program Manager, for Social Worker and Client Advocate

B. Corrective Action

1. ACSSA shall continue to provide training and reminders to public contact staff regarding the importance of the offer of Interpretive Services.

See response above to corrective action #1

2. Public contact staff need to receive training on policies and procedures to follow when a client requests a Reasonable Accommodation.
The Civil Rights Coordinator will work closely with the department to ensure that staff is trained on the procedures when a client requests a reasonable accommodation. Currently clients are referred to a Social Worker or Client Advocate to assist with reasonable accommodation requests.

The departments do not have an ADA Worker, but does offer reasonable accommodations to clients upon request. Persons who assist these clients with ADA requests may vary by office. Please see below:

- North Oakland – Antionette Burns, Program Manager, for Social Worker (requesting an accommodation) and Client Advocate (see below job description).
- Eastmont – Julie Martinez, Program Manager, for Client Advocate and Sandra Fisher, Program Manager, for Social Worker.
- Enterprise – Huong Tran, Division Director, or Michelle Key, Program Manager, for info re: both.
- South County Division – Paul Kim, Program Manager, for Social Worker and Client Advocate

XII. Civil Rights Compliance Review and Approval

- a. Section III. Assignment of Resources- The Civil Rights Coordinator provided the CDSS Auditor with a recent copy on May 6, 2016 of the departmental organization chart which includes and reflects the Civil Rights Coordinator placement.

- The role/responsibility of the ADA Worker

The departments do not have ADA Workers. Currently when a client requests an accommodation, the Social Worker and/or the Client Advocate assist with the request for an accommodation.

- The role/ responsibility of the Client Advocate

See attached job description for Client Advocate.

- b. Section V. Services to Non-English –Speaking, Limited English Proficient and Disabled Applicants/Recipients- Provide policy/procedure for when a client fails to self-identify primary language.

See attached the Limited English Proficiency (LEP) Plan

- c. Section VI. Documentation of Clients’ Case Records – provide copy of form; Consent for release of Information to Interpreters.
See attached form
- d. Section XII. Discrimination Complaint Procedure –Discrimination Complaint Procedure needs to be revised as it is not consistent with CDSS CRB Discrimination Guidelines.

Revisions to the Discrimination Complaint procedure were revised in February 2016.

ATTACHMENTS

- 1. Limited English Proficiency Plan
- 2. Consent for release of Information to Interpreters
- 3. Client Advocate Job Description